

Compliance SQ Plan - Massachusetts Electric - Summary results (Proforma 2000 & 2001

Year 2000 (May 1 to December 31)	Guideline SQ Plan		Actual Calendar Year Results	Benchmark Results					(Penalty) or Offset
	% allocation	Max Penalty or Offset		2 Std Dev (max penalty)	1 Std Dev Worse	Mean Average	1 Std Dev Better	2 Std Dev (max offset)	
Reliability - Frequency	22.5%	\$1,880,646	1.172	1.469	1.354	1.239	1.124	1.009	\$ -
Reliability - Duration	22.5%	\$1,880,646	90.25	114.42	103.71	93.01	82.30	71.59	\$ -
Lost Time Accident Rate	10.0%	\$ 835,842	1.72	2.18	1.85	1.52	1.19	0.86	\$ -
Customer Service - Calls Answered w/in 20 sec	12.5%	\$1,044,803	78.4%	65.3%	68.6%	71.9%	75.2%	78.5%	\$ 1,013,382
Customer Service - DTE Cases	5.0%	\$ 417,921	818	1,597	1,330	1,064	798	532	\$ -
Customer Service - Billing Adjustments	5.0%	\$ 417,921	37.30	65.58	49.20	32.81	16.42	0.04	\$ -
Customer Service - Service Appts Met	12.5%	\$1,044,803	n/a						n/a
Customer Service - % of Meters Read	10.0%	\$ 835,842	94.2%	86.6%	90.1%	93.6%	97.1%	100.0%	\$ -
Maximum Penalty or Offset	100.0%	\$8,358,425						Total	\$ 1,013,382
##### T&D revenue - calendar 2000									
2%									
\$ 12,537,637	Max Penalty/Offset (annualized)								
\$ 8,358,425	Prorated for the 2000 period (May 1 to Dec 31, 2000)								

Calendar Year 2001	Guideline SQ Plan		Projected Calendar Year Results	Benchmark Results					(Penalty) or Offset
	% allocation	Max Penalty or Offset		2 Std Dev (max penalty)	1 Std Dev Worse	Mean Average	1 Std Dev Better	2 Std Dev (max offset)	
Reliability - Frequency	22.5%	\$2,898,332	1.231	1.469	1.354	1.239	1.124	1.009	\$ -
Reliability - Duration	22.5%	\$2,898,332	111.48	114.42	103.71	93.01	82.30	71.59	\$ (2,157,757)
Lost Time Accident Rate	10.0%	\$1,288,148	2.68	2.18	1.85	1.52	1.19	0.86	\$ (1,288,148)
Customer Service - Calls Answered w/in 20 sec	12.5%	\$1,610,185	53.0%	65.1%	69.3%	73.5%	77.7%	81.9%	\$ (1,610,185)
Customer Service - DTE Cases	5.0%	\$ 644,074	1,136	1,565	1,302	1,040	777	514	\$ -
Customer Service - Billing Adjustments	5.0%	\$ 644,074	25.22	64.29	48.77	33.26	17.75	2.23	\$ -
Customer Service - Service Appts Met	12.5%	\$1,610,185	n/a						n/a
Customer Service - % of Meters Read	10.0%	\$1,288,148	82.6%	87.0%	90.3%	93.6%	96.9%	100.0%	\$ (1,288,148)
Maximum Penalty or Offset	100.0%	#####						Total	\$ (6,344,237)
##### T&D revenue - 12 months to date 10/31/01									
2%									
\$ 12,881,477 Max Penalty/Offset									